

## DEPARTMENT OF MANAGEMENT AND BUDGET PROCUREMENT CARD FAQs

1. I lost or destroyed my procurement card. What do I do?

*Contact JP Morgan Chase to report the card lost or damaged at 1-800-270-7760. Also notify your supervisor and Denice Ballard (373-7567) at [BallardD@michigan.gov](mailto:BallardD@michigan.gov). If Denice is unavailable, contact Natalie Spaniolo (373-3696) at [SpanioloN@michigan.gov](mailto:SpanioloN@michigan.gov).*

2. I am going to be on vacation or sick leave for more than two weeks – what do I need to do?

*Contact Denice; we may be able to run your transaction detail separately and send it to you before you leave. Before going on leave any receipts you have that are not reconciled to a transaction detail should be given to your supervisor.*

3. I do not have a receipt for one of my purchases. What do I do?

*Contact the vendor and see if they can provide you with a copy of the receipt or other documentation for the charge. A packing slip detailing what was shipped that lists the amount of the charge is also acceptable; an Internet screen print giving the same information is okay, too. If none of the above is available, then include a written explanation for why there is no receipt and tell us what was purchased and the amount.*

4. My supervisor is on annual/sick leave – what do I do with my transaction detail?

*If the delay will only be a day or two, please contact Denice and let her know that. If it is going to be longer, you need to have someone else who can sign that transaction detail.*

5. I am changing jobs but my boss wants to keep my credit card so it can be used until they hire a replacement. Is that okay?

*Absolutely not. That credit card is the cardholder's personal responsibility. Contact Denice Ballard if you are changing jobs to have your card cancelled.*

6. Someone I work with is willing to pick up some items I have ordered with my credit card – is that okay?

*As long as the cardholder is the person purchasing the item that is okay. If someone other than the cardholder signs a receipt, then that needs to be explained on your transaction detail.*

7. I am questioning a charge on my transaction detail – I am going to hold onto it until it is resolved. Is that okay?

*It causes problems for us if we do not get the detail back within the requested timeframe. Please return the approved detail and make a note of the charge that is being disputed.*

8. There is a charge on my transaction detail that I am not familiar with – what do I do?

*Contact JP Morgan Chase by calling the 800 number on the back of your card and report the charge. Chase may direct you to contact the vendor to try to resolve the dispute. If you do not receive satisfaction from the vendor, then a dispute form will need to be completed and faxed to Chase. This form should be submitted to Chase within 60 days of your receipt of the transaction detail. A copy of the dispute form with instructions is included in your cardholder manual and is also available at the following website:*

[www.michigan.gov/documents/Dispute\\_Form\\_16557\\_7.doc](http://www.michigan.gov/documents/Dispute_Form_16557_7.doc)

9. I am changing jobs but I will report to the same supervisor – can I keep the same credit card?

*You can probably keep the card, but you need to call Denice and discuss the particulars. There could be a change in the default index and we would need to know that. In almost all cases, if you change jobs you must turn in your credit card.*

10. We have an employee at a seminar and they need to pay for it immediately and it costs \$2,600 – can we put it on the credit card?

*A request for a one-time change needs to be submitted to Denice or Natalie via e-mail (copy your supervisor). The e-mail should explain why this is out of the ordinary and deserves special attention. Once the change is made, a reply will be sent via e-mail that the increase was made. You need to print this and attach it to your transaction detail that includes the charge over the limit.*

11. I seem to be maxing out on my limits every month. Can anything be done about that?

*You have to provide a business case for why your limits (and which limits) need to be changed. This request should be submitted to Denice or Natalie by your supervisor.*

12. Do I need to keep copies of all my receipts?

*We would strongly encourage you to keep copies. In case anything gets lost, we would request a copy. You certainly wouldn't need to keep copies for longer than a few months for our purposes.*

13. There is a credit on my transaction detail, but I have no documentation for it – is that a problem?

*No. We recognize that credits are often given without any documentation being sent from the vendor therefore we do not require a receipt or documentation for the credit if the amount of the credit is correct.*

14. Why can't we charge services?

*DMB, like all other departments, must report to the Legislature all expenditures for services at the end of every fiscal year. DMB made the decision not to allow services on the credit card because of the reporting that needs to be completed.*

15. I need to register someone for a seminar - is that a service?

*A seminar or conference registration is not a service. If someone is taking a training course then that is a service and should not be charged on the credit card. You basically need to look at the registration form and see if it says training or conference/seminar to determine the difference. If you are not sure, please contact Denice or Natalie.*